

DEDICATED TO HELPING BUSINESS ACHIEVE ITS HIGHEST GOALS.



NBAA 16TH ANNUAL FLIGHT ATTENDANTS/FLIGHT TECHNICIANS CONFERENCE PASSPORT

Your Guide to a Successful Conference

**June 16–18, 2011
Hilton San Diego Bayfront Hotel
San Diego, CA**

FLIGHT ATTENDANTS/FLIGHT TECHNICIANS CONFERENCE

Soaring to Excellence: Promoting Safety, Service and Professionalism

June 16–18, 2011 • Hilton San Diego Bayfront Hotel, San Diego, CA

Dear Conference Attendee:

The NBAA Flight Attendants Committee is dedicated to increasing the cultural and industry awareness of the value of flight attendants in the business aviation environment as they provide cabin safety, security and service. One of the primary duties of the committee is planning the Association's annual Flight Attendants/Technicians Conference, which this year is being held from June 16 to 18, 2011, in San Diego, CA. Throughout 15 years of conferences, this event has served to underscore the importance of cabin safety provided by cabin crewmembers and the role of the flight attendant.

The Flight Attendants Committee continues to strive to raise the bar and stress the need for corporate-specific trained professional cabin crewmembers. Our 25 committee members cover all aspects of the business aviation industry, from contract and full-time flight attendants to leads, managers and trainers. The committee's dedicated volunteers work tirelessly throughout the year and alongside other NBAA committees to improve the standards of cabin crewmembers within the business aviation community.

In order to better prepare you for the conference, the committee has created this Conference Passport, which provides planning tips and recommendations to assist you in having a successful and enjoyable experience.

For full details regarding conference registration, featured speakers, education sessions and networking events, visit the conference web site at www.nbaa.org/faft.

We look forward to seeing you in San Diego!

Scott Arnold
Committee Chair
AirCare Solutions Group



HOUSING

San Diego Hilton Bayfront Hotel
1 Park Boulevard
San Diego, CA 92101
Tel: (619) 564-3333
Fax: (619) 564-3344
Web: www.hiltonsandiegobayfront.com
Room Rate: \$169/night
Cutoff Date: May 26, 2011

Rising 30 stories above the edge of San Diego Bay, the Hilton San Diego Bayfront Hotel is downtown San Diego's newest waterfront hotel, located adjacent to the San Diego Convention Center, across the street from PETCO Park, home of the San Diego Padres, and minutes from the San Diego International Airport (SAN). It also is a short walk from downtown's Gaslamp Quarter and its many entertainment and recreational amenities, as well as world-class dining.

A limited amount of rooms have been blocked for this event at the negotiated conference room rate of \$169/night. Booking reservations early is strongly recommended.

TRANSPORTATION

The conference begins on Thursday, June 16, so when making your airline reservations, remember to arrive early enough to attend Thursday's afternoon workshop titled "How to Break Into Corporate Aviation Effectively & Produce Results" from 1:00 pm to 5:00 pm; the First-Time Attendee Orientation at 6:00 pm; and/or the Welcome Reception from 6:30 to 8:30 pm.

The conference ends at approximately 5:30 pm on Saturday, June 18. Conference giveaways are announced at the end of the conference, so please plan on attending the closing session for a chance to win great prizes. Remember, you must be present to win.

San Diego International Airport is the closest airport. The hotel does not provide an airport shuttle. Typical transportation fees will include:

- Taxi to/from airport: \$20 or less
- Hotel parking: \$25/day or \$35/day for valet
- Rental car: See detailed information in the conference brochure or the web site at www.nbaa.org/faft regarding a 10 percent discount at Enterprise Rent-A-Car for NBAA events.



FIRST-TIME CONFERENCE ATTENDEES

If this is your first Flight Attendants/Flight Technicians Conference, NBAA encourages you to participate in the First-Time Attendee Orientation on Thursday, June 16 at 6:00 pm, just prior to the Welcome Reception. This session will give you an opportunity to meet fellow first-timers as well as members of the NBAA Flight Attendants Committee and its Advisory Council.

AMBASSADORS

For all attendees, if you have any questions during the conference, ask an ambassador! The Ambassador Subcommittee of NBAA's Flight Attendants Committee is tasked with answering questions and making recommendations to ensure that all attendees have a positive and enjoyable conference experience. These individuals will wear special ambassador ribbons so you can easily identify them during the conference should you need any assistance.

The 2011 ambassadors are:

- Chair: Jackie Kolesar, Dow Corning Corporation
- Vice Chair: Dodie Thomas, Altria Client Services
- Linda Blackburn, Home Depot
- Louisa Fisher, FlightSafety International
- Lucinda Trozze, Lockheed Martin Corporate Aircraft

NETWORKING EVENTS

Plan to attend these networking events:

Welcome Reception

Thursday, June 16

6:30 pm – 8:00 pm

Hors d'oeuvres will be served and a cash bar will be available.

Catering Working Group Networking Reception

Friday, June 17

6:30 pm – 9:00 pm

California Spirit Luxury Yacht

This event includes a San Diego Harbor cruise aboard a yacht. San Diego evenings can be cool, so please dress appropriately.

FREQUENTLY ASKED QUESTIONS

How are conference session topics selected?

The NBAA Flight Attendants Committee spends a great deal of time each year preparing and planning the annual conference by selecting topics and presentations that are relevant to our industry. Many education session topics come from critiques submitted at previous conferences.

What events should I attend?

This conference provides outstanding education sessions, but don't miss opportunities to mingle and make professional connections in a more casual environment, such as during the lunch breaks and evening networking events. Also, be sure to browse the vendor display tables during breaks and meals. As a reminder, all conference activities are business events, so be seen, but be responsible.

Is this conference considered a job fair?

No, the conference is not a job fair. However, it does provide an excellent opportunity to network with industry leaders and peers.

Are meals provided at the conference?

Continental breakfasts and lunches will be provided on Friday and Saturday along with morning and afternoon breaks. On Friday evening, dinner will be served during the networking event on the bayfront cruise. All of these meals are included with your registration fee.

How should I dress for the conference?

Professional business casual attire is recommended. Also, meeting rooms may be cool, so for your comfort, please dress appropriately and bring a sweater or jacket to all conference events.

How can I apply to join NBAA's Flight Attendants Committee?

The committee is made up of committed, talented and knowledgeable volunteers representing full-time and contract flight attendants and training vendors. Membership is for a three-year period and renewable at the discretion of the committee chair and staff liaison for a maximum of nine years of committee service. To apply to join the committee, complete the application form available at the conference registration desk or apply online at www.nbaa.org/committees.

TIPS FOR A SUCCESSFUL CONFERENCE

Show up on time for sessions

It is inconsiderate to the speaker and other attendees to enter sessions late. If you arrive late, enter as unobtrusively as possible.

Be considerate of speakers

Put phones on vibrate or turn them off. If you must exit while someone is speaking, leave quietly.

Minimize conversation

Please limit personal conversations during presentations, as this may be disturbing to others around you.

Hand in all critique forms

Return your completed critiques before leaving the conference. The information is extremely helpful in the planning of future conferences. Also, conference giveaways are drawn using the submitted critique forms.

Use the registration desk as a resource

If you need anything, have questions or have an emergency, don't hesitate to go to the registration desk for help.

Remember your business cards

Pack your business cards and keep yours separate from those you receive so you have quick access when you meet someone new.

Ship materials home

It's much easier to ship your conference materials, such as vendor giveaways or prize winnings, from the conference site instead of trying to fly home with them.

SEBA LEVELS

NBAA's Standards of Excellence in Business Aviation (SEBA) Program was created to encourage continuing education practices within the business aviation community. The objective of this program is to define training standards, promote use of standardized training practices, communicate industry best practices, and support career development programs.

SEBA Levels for Flight Attendants are as follows:

Corporate Cabin Crewmember (SEBA 1)

- Formal training to Part 135 standards
- Food handling and training
- In-flight medical training (CPR/AED/BBP)
- Crew resource management

Senior Corporate Cabin Crewmember (SEBA 2)

- Prerequisite SEBA 1
- Aircraft-specific training (simulator/actual)
- Ground safety program
- Deicing recognition and training (aviation weather)
- Business protocol and etiquette training (cultural awareness)

Lead Corporate Cabin Crewmember (SEBA 3)

- Prerequisite SEBA 2
- Advanced culinary training
- High-altitude physiology and chamber training
- Fatigue countermeasures
- Personal security training

Manager/Supervisor Corporate Cabin Crewmember (SEBA 4)

- Prerequisite SEBA 3
- Management training or experience
- Industry improvement/participation

NBAA 16th Annual Flight Attendants/Flight Technicians Conference sessions are designed to be appropriate for all SEBA levels, and are therefore labeled as "SEBA Level: All" in the conference agenda. To learn more about the SEBA Program, visit www.nbaa.org/seba.

COMMONLY USED ACRONYMS

The following list is a useful guide for those new to the profession or a good refresher for industry veterans.

A/C – Aircraft

A/C Left – Facing cockpit inside; left side of aircraft

A/C Right – Facing cockpit inside; right side of aircraft

Aft – Back of aircraft; the tail

APU – Aircraft auxiliary power unit

ATC – Air traffic control

CBP – Customs and Border Protection

CRM – Crew resource management

CSI – FAA cabin safety inspector

Detailing – Cleaning interiors

Divan – Sofa/couch onboard the aircraft, side facing

Empty Leg – A flight segment with no passengers

FAA – Federal Aviation Administration

FARs – Federal Aviation Regulations

FBO – Fixed base operator

FOM – Flight operations manual

Flight Times – Time from takeoff to touch down

FSDO – FAA Flight Standards District Office

FWD – Forward; front of aircraft; the cockpit

ICAO – International Civil Aviation Organization

IS-BAO – International Standard for Business Aircraft Operations

Lead/VIP – Lead passenger; person paying for flight or owner

Leg – Each flight segment, city to city

Line Service – Ground personnel who assist flightcrews

Live Leg – A flight segment with passengers

MEL – Minimum equipment list

NTSB – National Transportation Safety Board

Part 91 – FARs that govern the operation of private aircraft

Part 91K – Fractional owners

Part 135 – For-hire aircraft, nine seats or less

Part 125 – Large transport aircraft, e.g., sports teams, travel clubs

Part 121 – Commercial airlines

PDP – NBAA's Professional Development Program

Routing – All locations the aircraft is scheduled to fly to/from

SMS – Safety management system

SOP – Standard operating procedures

Squawk List – Anything that requires attention or repair

Tail Number – Identifier for the aircraft

TSA – Transportation Security Administration

TUC or TUF – Time of useful consciousness/function

UTC – Coordinated universal time (also referred to as Zulu time)

Wheels Up – The time aircraft actually takes off on the runway

Zulu – Zulu time (also known as UTC)

2011 NBAA FLIGHT ATTENDANTS COMMITTEE

Scott Arnold, AirCare Solutions Group (chair)
Mary Ann Fash, The Boeing Company (vice chair)
Remy Abadilla, MGM Resorts Aviation
Kristina Bauer-Selten, ConocoPhillips
Linda Blackburn, Home Depot
Ingrid Dailey, MassMutual Financial Group
Kathy Cummins, The Corporate School of Etiquette
Louisa Fisher, FlightSafety International
Terri Fuhrmann, Aramco Associated
Mary Louise Gallagher, Beyond & Above Training
Rebecah Huelskoetter, Federal Aviation Administration
Gerri Kania, MedAire, Inc.
Caryl Knapp, Flexjet
Jacqueline Kolesar, Dow Corning Corporation
Paula Kraft, Tastefully Yours Catering
Elaine Lapotosky, Jet Professionals, Inc.
Darcy Lareau, United Technologies
Patty McWhite, MedAire, Inc.
Amy Nelson, ConocoPhillips - Alaska
Tamara Pryor, US Air Force

Jyl Poehlman, Mente Aviation
Daniel Slapo, Contract Flight Attendant
Lynn Stockmann, Corporate Aviation Services, LLC
Dodie Thomas, Altria Client Services
Lucinda Trozze, Lockheed Martin

2011 ADVISORY COUNCIL

The following Advisory Council members are former committee members who continue to provide valuable input to support the committee's goals and objectives.

Virginia Lippincott, Corporate Flight Attendant (advisory coordinator)
Beau Altman, HBACorp
Lynn Brocklehurst, Whirlpool Business Travel Service
Liz Dembinski, Hess Corporation
Vianne Floyd, Jett Sett Management
Susan Friedenber, Corporate Flight Attendant Training
Jeff Hare, J. Hare Safety & Survival Systems
Cyndee Irvine, Corporate Flight Attendant
Lauren Jarmoszko, FACTS Training
Judith A. Reif, JR Flight Services, Inc.

FOR MORE INFORMATION

Founded in 1947 and based in Washington, DC, the National Business Aviation Association (NBAA) is the leading organization for companies that rely on general aviation aircraft to help make their businesses more efficient, productive and successful. In addition to the NBAA 16th Annual Flight Attendants/Flight Technicians Conference, the Association hosts more than a dozen seminars, Professional Development Program courses and other events year-round. Learn more at www.nbaa.org/events.

Did you know? Members qualify for discounted rates for events! Receive discounted registration to the Flight Attendants/Flight Technicians Conference by joining NBAA today at www.nbaa.org/events/fa-ft/2011/registration.

For more information about this event and other Flight Attendants Committee activities, visit www.nbaa.org/faft or contact NBAA Committee Liaison Jay Evans at (202) 783-9353 or jevans@nbaa.org.